

SAP Ariba Cloud Integration Gateway

Data routing based on data center location (IG – 9425)

Customer FAQ

Q: What is this new data center feature and when is it available?

SAP Ariba Cloud Integration Gateway (CIG) is being made available in the United States Data Center (USDC), with the SAP Ariba 2102 release, scheduled for February 19, 2021. Prior to the 2102 release all CIG data was maintained in the European Union Data Center (EUDC) only.

Q: Which customers can deploy CIG in USDC?

Customers located in the Americas – United States, Canada, and Latin America regional customers may deploy CIG in the USDC.

Q: How do we know if we are an Americas customer?

Ariba Network country selection is based on your company profile location. An Americas customer is an organization deploying CIG in North America or Latin America. Large Global customers implementing regional solutions in the Americas are considered Americas customers; these customers would be accessing both Ariba Network and SAP Ariba Applications in the USDC.

Q: Our current CIG deployment is in EUDC and we would like to move to USDC, is that possible?

For Ariba Network integration, if you are an existing Americas customer currently deployed in the EUDC and want to move to the USDC then be aware that a migration project is required as the transition may not be automatically completed. Customers will need to reconfigure (connection/mapping/project creation) and re-test CIG.

For Ariba Applications, if you are an existing Americas customer currently deployed in EUDC and want to move to the USDC, please contact customer support for enablement.

Customers may continue to run production in the EUDC while testing is executed in the USDC - eventually migrating production to the USDC.

Q: Can we switch back and forth between data centers?

No. As an eligible Americas customer, if you make a choice to move/migrate to the USDC, it is a one-time move/migration. Customer deployment will not be able to move back to EUDC.

Q: Can EMEA or APJ customers utilize USDC?

No. All EMEA and APJ customers will continue to utilize our EUDC for both Test and Production.

Q: We started implementing CIG in the EUDC and are currently in the testing phase. We would like to go live in the new USDC. Can we do that?

Existing Americas customers currently in the EUDC in Test may remain in the EUDC for the Production environment as well. If customers wish to switch, customers will need to reconfigure their cloud integration project in a Test environment in the USDC, re-execute testing, and then move to production in USDC.

Q: Is there any difference in CIG cloud service functionality between the EU and US Data Centers?

No. The cloud service functionality is identical for all data centers.

Q: Are both Test and Production available in the USDC?

Yes.

Q: As a customer, do we know in which data center our deployment is located?

Yes. You will see your data center location in the portal.

Q: Is the US Data Center available for all trading partners in Ariba Network (both buyers and suppliers)?

Yes.

Q: As an Americas customer, do we have a choice of which data center our deployment would be located?

All new Americas customers will have CIG automatically deployed in the USDC. All other customers are automatically deployed in the EUDC.

Q: Is it mandatory for Americas customers to migrate from the EUDC to the USDC?

No, existing Americas customers may continue to run in the EUDC.

Q: Is there a downtime to migrate from EUDC to USDC?

While switching your production environment from EUDC to USDC, there is a connection change for the transition. It is assumed that testing has already been completed in the USDC, so production downtime is minimized to just a few minutes.

Q: Americas CIG customers who choose to operate using the EUDC, will they be asked to move to the USDC in the future? If so, what is the estimated timeline?

No, existing Americas customers may continue to use the EUDC. If such a move is recommended, advanced notice will be communicated accordingly.

Q: Are there any data center migration tools available?

No migration tools are available or planned at this time.

Q: We are an Americas CIG customer. We have a new CIG project(s) coming up. Would we continue to deploy where we are now (EUDC) or can we test and go to production in USDC?

No, customers must be one single Data Center (per Ariba Network ID).

Q: We are a cloud-first customer, using S/4 HANA Cloud and other SAP Cloud Applications and are considering Ariba Network and Procurement Applications. Does it matter where CIG is deployed? And how does it work?

For new Americas customers, CIG is deployed in the USDC. CIG facilitates the appropriate connectivity to your back-end systems, Ariba Network, and SAP Ariba Applications.

Q: Can we disable a CIG project in one data center and enable it in another data center?

No. When you disable a CIG project, you will be shown a warning message. Please consider the choice carefully. You may need to re-perform the cloud integration project again. CIG enable/disable is not the same as deploying in a specific data center.

Q: Is there any CIG feature that is supported in the current EUDC that is *not* supported in the new USDC?

No. CIG functionality is identical for all data centers.

Q: Where can we find more information?

CIG production [documentation](#) is provided on help.sap.com and updated with each release.

Q: What if we run into a technical issue while deploying in the USDC?

If you have any trouble accessing the data center or your cloud integration, please contact customer support by submitting a service request (SR).